



GrandCoral
Property & Facility Management

**Grand Coral
Property
Management**

Services Catalogue

May 2010

THINKING ABOUT YOUR WELL-BEING

Grand Coral Property & Facility Management is a company specializing in integral property management, created to respond to the needs and demands of Grupo Grand Coral's customers and the company's growth expectations within the real estate sector in Mexico.

Finding your home clean and tidy, the Jacuzzi ready for use, all appliances working properly, the air-conditioning at the adequate temperature, or maybe even transportation from the airport to your doorstep, are only a few of the comforts we offer so you can enjoy each moment of your stay without worrying about your property's care or maintenance.

Whether you will be using your home on a temporary or permanent basis, Grand Coral Property Management offers a wide variety of customized products and services with everything necessary to **protect, enjoy, preserve** and **improve** your property through adequate property management.

For a monthly fee, Grand Coral Property Management will take handle all issues relating to the care of your property so that it will always be in the best conditions. We have a network of trustworthy technicians that only offer quality, guaranteed services. Additionally, we bill all the services provided in a single invoice.

Our services are designed to provide comfort and tranquility to you and your family, as well as to protect your investment. A simple, personalized and professional customer service guarantees a prompt and timely response to your needs. With Grand Coral Property Management you only have to enjoy your property, we will take care of the rest.

It will be a pleasure to serve you!

01. PROTECTING YOUR PROPERTY

Grand Coral Property Management provides exclusive products and services to fully protect your home and eliminate your safety concerns. Modern systems will give you and your family more peace of mind, comfort and security, whether against weather adversities, intruders or pests, to avoid unpleasant surprises.

- Periodic Inspection Visitations.
- Recommendations on Anti-Cyclone Curtains.
- Visits during weather adversities.
- Recommendations on Alarm and Surveillance Systems.
- Advice on Homeowners' Insurance.
- Pest Inspection and Control. (Fumigation)
- Keys Safekeeping*

**This service frees you from worrying about receiving suppliers, technicians, etc. in your property. Our personnel will open your home to such personnel and will send you a report of everything that happens during their visit. Will also provide digital photos if necessary.*

02. ENJOYING YOUR PROPERTY

Grand Coral Property Management provides the necessary management support that will allow you to forget about all the paperwork relating to the operation of your property, as well as of the logistics to transport you and your family to and from the airport. Efficient and reliable personnel will attend to your needs so that you may simply relax and enjoy your home

- Administrative services:
 - Payment of management fees.
 - Contracting and payment of utilities: electric power, potable water, telephone/Internet*
 - Mail review and collection.
- Ground transportation to and from the airport

**To contract these services, a copy of the deed, official valid photo ID, a notarized proxy letter and written authorization signed by the owner are required.*

03. PRESERVING YOUR PROPERTY

Grand Coral Property Management provides the formula to preserve your home like new, reducing the possibility of repairs or unexpected expenses. Specialized personnel will ensure your home is kept clean and well-maintained, offering a service adapted to your needs.

- **Cleaning:**
We offer 3 different packages. The services included in each package vary, depending on the size of your apartment and the kind of cleaning required. We also provide laundry service with pick-up directly at your home.
 - A. **Basic:**
 - Cleaning of interior floors.
 - Dusting in living room and bedrooms.
 - Bathroom cleaning.
 - Cleaning of banisters.
 - Toilet drainage.
 - B. **Intermediate: (Includes Package A)**
 - Glass and frames cleaning (inside and outside).
 - Kitchen cleaning (including exterior furniture and appliances).
 - Terraces (floors and furniture).
 - Making beds and linen storage.
 - Bathroom cleaning (includes showers, mirrors, sinks and toilet disinfection)
 - C. **Deep: (Includes Packages A and B)**
 - Floor cleaning moving all furniture.
 - Dusting of lamps, paintings and pictures, high furniture tops, etc.
 - Kitchen cleaning (interior and exterior furniture and appliances)
 - Cleaning of interior and exterior doors.
 - Terrace cleaning.
 - Interior cleaning of closets.
 - Removal of scale & scum in toilets and bathroom furniture.

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- Prompt technical services and repairs:

The services are intended to provide adequate corrective maintenance that allows handling any problem or contingency in the operation of your home's installations and finishes.

 - Electricity.
 - Plumbing.
 - Masonry and coverings.
 - Paint.
 - Aluminum carpentry.
 - Woodwork.
 - Glasswork.
 - Hardware.

- Maintenance and care of installations, equipment and finishes: (*)

The services are focused on providing adequate preventive maintenance that allows maximizing the useful life of your home's installations, equipment and finishes.

 - Air-conditioning.
 - Appliances.
 - Kitchen furnishings.
 - General appliances: Video doorman, steam-room, Jacuzzi, heater, etc.
 - Glass cleaning.
 - Wall and ceiling paint.
 - Waterproofing.
 - Floor polishing.
 - Pool water treatment.
 - Wooden deck treatment.

**All customers subject to the maintenance contract will benefit from special prices in the additional services offered by Grand Coral Property Management.*

04. IMPROVING YOUR PROPERTY

At Grand Coral Property Management we take care of your home to the last detail. If you wish to give a new style to property, we offer personalized consultation on interior design and décor. We also offer already created furniture packages, and options to choose from. Or if you prefer, you may opt for consultation on renovations or technological equipment in accordance with your needs.

- Consultation on furniture, décor and ambiance.
- Furniture and décor packages from prestigious suppliers.
- Lighting, sound and video packages.
- Recommendations on renovations.
- Moving coordination and supervision.

SERVICE FOLLOW-UP

Our customer service personnel will keep you informed of the progress on the service or product requested, by telephone or through electronic means, through photographs or reports, as well as on the billing and collection process.

Additionally, through the SmartLiving* portal and the assignment of user codes and personalized passwords, you may review the progress of the service requested and your account statement. When a particular case calls for it, before, during and after photographs will be taken. Such photos will be uploaded on the website to allow homeowners to view them at any time.

**Available only at Mareazul.*

ADDITIONAL SERVICES

If you're interested in receiving any other service that is not contemplated in this Catalog, please let us know and we will do everything possible to provide it.

CONTACT

To contract our services or obtain further information just call + 52 (998) 883 30 20 or send an e-mail to: gcpm@grupograndcoral.com.mx our customer service personnel will inform you of the procedure and necessary documentation to register your property with us. Remember we guarantee a prompt and timely response to your needs.